



Office of the Governor

Government of Guam

Ricardo J. Bordallo Governor's Complex
Marine Corps Drive
Adelup, Guam

Lourdes A. Leon Guerrero
Governor of Guam

Joshua F. Tenorio
Lt. Governor of Guam

Tony Babauta
Chief of Staff

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Deputy Chief of Staff

STANDARD OPERATING PROCEDURE

DIVISION/SECTION: CHAMBER STAFF of the <i>Sigundo Maga'låhen Guåhan</i>		
NUMBER: SOP2019-___	DATE OF ISSUE: April 15, 2019	EFFECTIVE DATE: April 15, 2019
SUBJECT: CHAMBER STAFF of the <i>Sigundo Maga'låhen Guåhan</i>		

Purpose

The *Sigundo Maga'låhi* (Lieutenant Governor) presides as Governor when the Governor is absent from the Territory or is incapacitated. Upon the death, conviction, impeachment or resignation of the Governor, the *Sigundo Maga'låhi* shall become Governor for the remainder of the term.

Responsibility

The *Sigundo Maga'låhi* is the Keeper Of The Official Guam Seal.

Executive Assistant to the Lieutenant Governor

- 1) Supervisor and oversee the daily operations effectively and efficiently.
- 2) Manage and maintain Lieutenant Governor's schedules.
- 3) Answer phone calls and direct calls to appropriate parties or take messages.
- 4) Process payroll information and timesheets.
- 5) Conduct research, compile data, and. prepare papers for consideration and presentation by the Lieutenant Governor, committees, subcommittee and board of directors.
- 6) Attend meetings on behalf of Lieutenant Governor or divisional meetings.
- 7) Greet constituents, cabinet members, and staff for assistance.
- 8) Read and analyze incoming memorandums, submissions, and reports to determine their significance and plan their distribution and needed actions.
- 9) Perform office duties, such as procuring supplies, equipment, maintaining records and performing bookkeeping work.
- 10) File and retrieve documents, records, and reports,

- 11) Set up and oversee administrative policies and procedures for office which includes but not limited to developing office policies, programs and administrative activities.
- 12) Open, sort, and distribute incoming correspondence.
- 13) Make travel arrangements to include hotel accommodations, ground transportation for the Lieutenant Governor.
- 14) Prepare responses to correspondence containing routine inquiries.
- 15) Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, to aid the Lieutenant Governor.
- 16) Greet, meet, and handle constituent's matters and refer to respective department for further assistance as needed.
- 17) Handle time-keeping.
- 18) Coordinate and arrange travel.
- 19) Acknowledge, review, and prepare all incoming and outgoing correspondence.
- 20) Answer and assist with incoming calls from constituents, public, Government of Guam agencies, and private sector and direct to respective department if needed.
- 21) Manage requests relative to affixing the seal for government and commercial uses via permitting process before Lt. Governor's review and approval.
- 22) Arrange and prepare meeting venue and packets.
- 23) Provide clerical support to other departments.
- 24) Supervise and train other staff and arrange for employee training by scheduling training or organizing training material.
- 25) Perform other related duties as required by the Lieutenant Governor.

Program Director to the *Sigundo Maga'låhi*

- 1) Attend necessary agency meetings and prepare briefs for Lieutenant Governor's review
- 2) Correspond with constituents to determine issues, possible remedies and best course of action
- 3) Assist with programs under the purview of the Lieutenant Governor
 - a. Public Safety
 - b. Guam Official Seal Use and Authentication
 - c. Island Beautification Task Force
 - d. Guam Clearing House
- 4) Act as point of contact for stakeholders regarding meetings, events and planning.
- 5) Communicate with agency directors and involved parties to gather information, determine logistics and plans of action for Lieutenant Governor's projects.

- 6) Perform necessary legislative, media, or news research based on Lieutenant Governor's requests.
- 7) Perform customary office functions (i.e., answer phones, utilize office machines)
- 8) Perform other related duties as required by the Lieutenant Governor.

Staff Assistant assigned to Lt. Gov. Chamber (Agusto Aflague)

- 1) Staff the Lieutenant Governor in the office and also out of the office. Meeting in the office and out of office.
- 2) Coordinating meetings, scheduling of constituents.
- 3) Visiting school sites and government offices.
- 4) Attending functions and events.
- 5) Actively participate and provide staff assistance to the lieutenant governor in participation in conferences, meetings, groundbreaking, ribbon cutting ceremonies, public functions, intergovernmental affairs and other functions.
- 6) Participate in assisting protocol staff in escorting state or regional dignitaries through Guam Customs and Quarantine to expedite the process of their arrival and departure.
- 7) Follow up on constituent's status to insure assistance has been provided.
- 8) Receive and respond to constituents request by telephone.
- 9) In addition to fulfilling the Lieutenant Governors objectives, we are responsible for the day-to-day operations for the office. Ensuring smooth daily operation with accountability of the staff and our ability to provide the delivery of quality services in a timely and responsive manner.
- 10) Conducting additional duties and responsibilities delegated by the Governor and Lieutenant Governor.
- 11) Perform other related duties as required.

Staff Assistant assigned to Lt. Gov. Chamber (Nichole AC Duenas)

- 1) Answer incoming phone calls and assist/provide patrons with accurate information.
- 2) Greet and check-in incoming appointments and guests.
- 3) Assist with calendar and scheduling by confirming appointments, when needed.
- 4) Record, document, and/or receive incoming and outgoing documents.
- 5) Prepare documents for signature and authentication.
- 6) Provide and prepare information and documents to customers regarding requirements for Guam Seal use and authorization.

- 7) Prepare and file payroll documents.
- 8) Assist in division equipment accountability and inventory.
- 9) Perform additional related duties as required by management.

References:

Calendar and Schedule for the Lieutenant Governor
Incoming and Outgoing Documents Log for the Lt. Gov.
Keeper of the Guam Seal – Rules, Regs and Confidentiality Requirements
Protocol Directory of Cabinet and Adelup Staff

subject to change with notice

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